

# NETWORK MANAGER REPORT

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JULY 2005

SUBMITTED BY Winn McInnis, General Manager

JULY 2005

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## OVERVIEW

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### Operations

July has been an exciting month. We started out the month with the threat of Hurricane Dennis approaching the Alabama coastline. With communication from the Governor's office, we were able to deliver important information through the portal about the storm as the events unfolded. Also in July, four new applications have gone live and are in production. Several new applications are in pre-development planning and have been added to the project queue.

### Highlights during the month were:

- The license renewal application for the Alabama Board of Registration for Foresters experienced strong adoption numbers for its first month in production. Over 80 renewals have been processed online for the Foresters Application, which equates to about 10% of their constituent base.
- alabama.gov has re-designed and enhanced the "Just for Kids!" section of the site. Now, within the educational resources section, students in the third through the sixth grade can select their grade level to participate in a quiz designed around Alabama facts and history. With the successful completion of the quiz, students will receive a customized diploma that they can print out from the site. This has come just in time for back to school, so that teachers may utilize this feature in their classroom lessons.
- The Department of Public Health, division of Provider Service Facilities has reviewed and amended their functional specs. With final approval, this application is on schedule to begin development in the month of August. The application will be available online in November.
- The Alabama Real Estate Commission's change of information application went live in July. This application allows for the changing or updating of addresses and personal information of brokers and real estate agents licensed in Alabama.
- The Alabama Plumbers and Gas Fitters Board application for license renewal has been completed and is in production. This is a merchant service application that allows online payments for license renewals.
- The Real Estate Appraisers Board application that allows Real Estate Appraisers to renew their licenses online is now live and in production.
- The Alabama Department of Environmental Management's visible emissions certification program (Smoke School) has been updated and is back in production for fall registration. This application allows individuals to register for Smoke School courses online.

## **Marketing**

Alabama Interactive was invited to attend the Alabama Bar Association's annual conference in Point Clear, AL. We sent a representative to maintain a booth throughout the conference and to help educate the attendees about the online renewal application. The booth contained a power point presentation, some promotional items, as well as a Bar specific information sheet that was given to as many passers-by as possible. Based on the response of the individuals who viewed our presentation, we feel that this event will help to increase the adoption rates for this application.

## **Customer Service**

The month of July kept us alert with the renewal season for Foresters and the submission of Industrial Relations Unemployment payments. Nevertheless, we maintained our highest standards and in return, received an email about the Forestry renewal application from a very thankful wife renewing her husband's Foresters License. This email was sent to the Executive Director of Foresters, Pam Sears as a compliment.

"I just had to take a minute and thank you personally for the Online AL Renewal option. It works great, and is so user friendly. Thank you for updating your renewal process, it is wonderful. Marshall's renewal is actually early this year because of this convenience.

THANK YOU!!!!"

Donna Perry

## **Development**

Becoming and Outdoors Woman's registration application for the fall program has been placed into production.

The agency for Plumbers and Pipe-Fitters has requested a merchant services application from Alabama Interactive to assist them in their electronic efforts. This application has been placed into Final Testing awaiting the Boards approval.

Alabama Real Estate Commission requested an application to give their clients the ability to change address, email, and phone information. This application also servers as the entry point for new applications as they become available. This application was placed into production in early July.

The Board of Nursing has asked us to look at a new application that would allow Alabama nurses to apply for an Advanced Practice license online. The application would allow for Clinical Nurse Specialists and Registered Nurse Anesthetists to apply for their Alabama license online. This application is currently in User Testing.

The Board of Nursing has also requested an application to allow actively deployed nurses to renew their licenses online. This application is currently in User Acceptance Testing.

At the request of DCNR's Marine Resources, new input screens and application flows are being designed to capture additional information necessary for sale of certain license types. The update to this application also includes a new search module which will enhance the ability of users to search for the license information they need. Currently the search application is undergoing user acceptance testing while additional business requirements are being gathered for the Point of Sale system.

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## PROJECT REPORT

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### COMPLETED!

#### Completed in 2002

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|-------------------------------------|--|
| Alabama Board of Nursing            | <ul style="list-style-type: none"><li>· Renewal of Registered Nursing License</li><li>· Reactivation of a Nursing License</li><li>· Reinstatement of a Nursing License</li></ul> |
| Alabama Department of Public Safety | <ul style="list-style-type: none"><li>· Electronic Access to Motor Vehicle Records</li></ul>   |
| Alabama Real Estate Commission      | <ul style="list-style-type: none"><li>· Renewal of Real Estate Licenses</li><li>· Broker/Agent Certification</li></ul>   |
| Alabama Secretary of State          | <ul style="list-style-type: none"><li>· Merchant Services</li></ul>  |

#### Completed in 2003

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|--|---|
| Alabama State Banking Dept.                              | <ul style="list-style-type: none"><li>· Renewal of Small-Loan and MiniCode License</li><li>· Renewal of Pawn Broker License</li><li>· Renewal of Mortgage License</li></ul>   |
| Alabama State Bar  | <ul style="list-style-type: none"><li>· Membership Renewal</li></ul>  |
| Alabama Board of Chiropractic Examiners                  | <ul style="list-style-type: none"><li>· Renewal of License</li><li>· Licensee Verification</li></ul>  |
| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none"><li>· Online Hunting and Fishing Licenses</li><li>· Hunting and Fishing Licenses/Point-of-Sale</li><li>· Probate Court Point of Sale Hunting and Fishing Licenses</li><li>· Oak Mountain Bow Hunt Registration</li><li>· Outdoor Alabama Subscription</li></ul> |
| Alabama Department of Finance, Office of the CIO         | <ul style="list-style-type: none"><li>· Alabama State Portal</li></ul>  |
| Alabama Department of Insurance                          | <ul style="list-style-type: none"><li>· Merchant Services</li><li>· Merchant Services for Provider Renewals</li></ul>   |
| Alabama Board of Nursing                                 | <ul style="list-style-type: none"><li>· License verification and disciplinary status-Subscriber</li><li>· Name and Address Change</li><li>· LPN Renewal</li></ul>   |
| Alabama Real Estate Commission                           | <ul style="list-style-type: none"><li>· Instructor License Renewal</li></ul>  |
| Alabama Department of Revenue                            | <ul style="list-style-type: none"><li>· Sales, Use and Lodging Tax Filings</li><li>· Refund Status for Individual Income Tax</li></ul>  |
| Alabama Secretary of State                               | <ul style="list-style-type: none"><li>· UCC (Uniform Commercial Code) Filings</li></ul>   |

## Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

## Completed in 2005

Agency	Application	Description	Status
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service allows chiropractic offices to apply for a facility permit.	This application is complete and in production.
Alabama Department of Environmental Management	"Smoke School" Registration	This application allows individuals to sign up for visible emissions training online.	This application is complete and in production.

Alabama Department of Industrial Relations	Workers Compensation CE Registration	This application allows HR professionals to register for continuing education classes.	This application is complete and in production.
Alabama Department of Public Health	Children's Health Insurance Program Payments	This application allows payment of CHIP premiums by credit card.	This application is complete and in production.
Alabama Real Estate Commission	Continuing Education Course Renewal	This service allows renewal courses for continuing education credit.	This application is complete and in production.
Alabama Department of Revenue	Income Tax Extension Application	This service allows taxpayers to file a request for income tax extension.	This application is complete and in production.
Alabama Board of Registration for Foresters	License Renewal	This application allows licensed foresters to renew their license online.	This application is complete and in production.
Alabama Real Estate Commission	Change of Information	This application allows for the changing or updating of addresses and personal information	This application is complete and in production.
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application allows online payment for license renewal.	This application is complete and in production.
Real Estate Appraisers Board	License Renewal	This application allows Real Estate Appraisers to renew their licenses online	This application is complete and in production.
Alabama Department of Environmental Management	Smoke School Fall Registration Updates	This application allows individuals to register for Smoke School courses online.	This application is complete and in production.

## IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Marine Resources Point-of-Sale	This application is a redesign of the current Point-of-Sale application for use by the Marine Resources Division.	This application is in testing.	On-going
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in agency testing.	July 2005
Alabama Board of Public Accountancy	License Renewal	This application will allow licensed CPA's and Public Accountants to renew their license online	This application is in testing.	August 2005
Alabama Board of Nursing	LPN Renewals	This application will allow LPNs to renew their licenses online.	This application is in testing.	September 2005
Alabama Board of Nursing	Military Nurse Renewals	This application will allow military nurses to renew their licenses online.	This application is in testing.	September 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005

## IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until the next renewal period (July 2006).	July 2006
Alabama Homebuilders Licensure Board	Renewal of Expired License	This application will allow those with an expired license to renew after the deadline for filing.	This application is in pre-project planning.	December 2005
Alabama Homebuilders Licensure Board	Renewal of Inactive License	This application will allow those with inactive licenses to renew that status.	This application is awaiting sign off by agency.	October 2005
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is on hold.	August 2005
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2005
Alabama Real Estate Commission	License Transfer	This application allows the transfer of licenses.	This application is in the pre-project planning phase.	October 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005



Alabama State Board of Examiners in Speech-Language Pathology and Audiology	License Renewal	This service will allow for renewal of speech pathologist and audiologists licenses.	This application is in development.	October 2005
Alabama Board of Professional Engineers and Land Surveyors	License Renewal	This service will allow for Engineers and Land Surveyors to renew their license online.	This application is in pre-project planning.	October 2005
Alabama Department of Public Health	Provider Service Facility Renewal	This service will allow Provider Service Facilities to renew their licenses online.	We are awaiting agency sign-off of the functional specifications.	November 2005
Alabama Board of Chiropractic Examiners	License Renewal Updates	Updates to last year's online licensing application	This application is in development.	Mid-August 2005
Alabama Department of Industrial Relations	Unemployment Quarterly Tax Updates	Updates to application allowing for encryption of checking account info	This application is in development.	November 2005
Alabama State Banking Department	Multiple License Renewal	This is an update to a pre-existing application for Banking	This application is in development.	Mid-August

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## SERVICE REQUESTS

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### **Service Request #72**

#### **Alabama Board of Examiners in Marriage and Family Therapy- License Renewals**

Alabama Interactive requests and recommends that this service for the Alabama Board of Examiners in Marriage and Family Therapy is added to the network as a charge service. The online license renewal application will be at no cost to the Alabama Board of Examiners in Marriage and Family Therapy.

### **Service Request #73**

#### **Alabama Board of Respiratory Therapy- License Renewals**

Alabama Interactive requests and recommends that this service for the Alabama Board of Respiratory Therapy is added to the network as a charge service. The online license renewal application will be at no cost to the Alabama Board of Respiratory Therapy.

### **Service Request #74**

#### **Alabama Board of Home Medical Equipment Services Providers- License Renewals**

Alabama Interactive requests and recommends that this service for the Alabama Board of Home Medical Equipment Services Providers is added to the network as a charge service. The online license renewal application is at no cost to the Alabama Board of Home Medical Equipment Services Providers.

### **Service Request #75**

#### **Alabama Board of Examiners of Assisted Living Administrators- License Renewals**

Alabama Interactive requests and recommends that this service for the Alabama Board of Examiners of Assisted Living Administrators is added to the network as a charge service. The online license renewal application is at no cost to the Alabama Board of Examiners of Assisted Living Administrators.

### **Service Request #76**

#### **Alabama Licensure Board for Interpreters and Translators- License Renewals**

Alabama Interactive requests and recommends that this service for the Alabama Licensure Board for Interpreters and Translators is added to the network as a charge service. The online license renewal application is at no cost to the Alabama Licensure Board for Interpreters and Translators.

### **Service Request #77**

#### **Alabama Department of Revenue- Tax Estimations Application**

Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network as a charge service. The tax estimations application is at no cost to the Alabama Department of Revenue.

### **Service Request #78**

#### **Alabama Department of Industrial Relations- Workers' Compensation Assessment Form**

Alabama Interactive requests and recommends that this service for the Alabama Department of Industrial Relations is added to the network as a charge service. The Workers' Compensation Assessment Form is at no cost to the Alabama Department of Industrial Relations.

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## MONTH IN REVIEW

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Total June AI Network Transactions:	176,169
Average Successful Request per Day:	5,683
Total June alabama.gov Visitors:	270,053
Total June alabama.gov Page Views:	1,134,898
Total June alabama.gov Chats or Offline Messages from Live Help:	620

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## OPERATIONS & ADMINISTRATION

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We met with several agencies to review new service requests during the month of July.

Our lead developer has been working with a local university to establish candidates for a possible internship for the fall season. This candidate would contribute to AI by assisting with internal programming projects throughout the semester.

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## OTHER BUSINESS/IN CLOSING

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July has been a busy month in development. With many applications approaching the renewal season, we have been testing and ensuring all agency changes are in place for a smooth launch in August.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at [wmcinnis@alabamainteractive.org](mailto:wmcinnis@alabamainteractive.org)

Respectfully Submitted,  
Winn McInnis